

ABSTRACT

Managing student workers can a daunting task, especially when trying to ensure announcements and shift coverage are communicated. Instead of using a myriad of methods like maintaining huge email lists and text messages, we designed a one-stop shop that does it all using our university's learning management system (LMS) Blackboard. This poster will show how supervisors and other staff how to use a tool that's already there to maximize student management seamlessly.

# Using Blackboard as a Springboard for Student Training and Communication

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## HOW IT STARTED

Prior to using Blackboard, there was a constant struggle to managing student worker communication and shift coverage. Originally, there were email lists that we'd use. But there was always a problem with them not being up-to-date. Or students using the wrong list when needing a shift picked up. Next, we tried using SharePoint, which worked for a while. Our problem was the students had to activate their “work” email and would often miss notices for having to check multiple places.

GOALS

- Easy access for students & staff
- Cost prohibitive
- Within supervisory skill sets
- Smooth approval process from leadership

So, I made an organization site after having recalled hearing at another conference that using Blackboard worked for them. I shared the idea with a coworker, Jessica Barmon. She was intrigued by the idea. Together, we worked hard to make the site function the way we needed. After getting all the approvals, we launched Summer 2015. The effort was a success right from the start, with successful posts going up the next day.

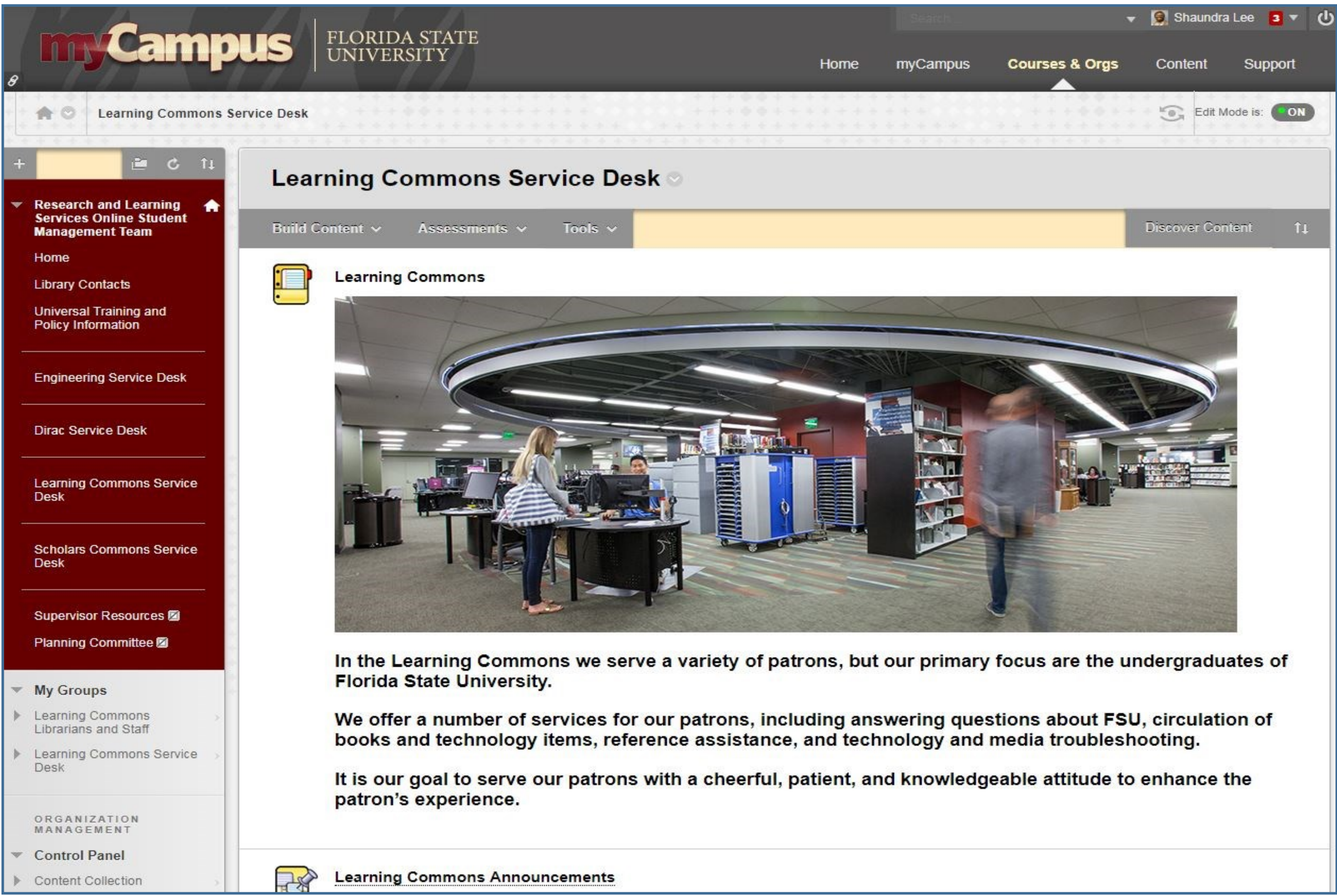
## WORK-FLOW PROCESS

Soon, other units in our public services department called Research and Learning Services were added. We created different sections for each unit and a supervisor was assigned to be in charge of their unit’s content. Additionally, we created guidelines for the site that govern how it’s used by both students and staff.

## HOW IT WORKS

When students log in, they can go to their Courses & Organizations and select “Research and Learning Services Online Student Management Team” from the list. After that, they go to their service point’s unit page. Those units contain their desk schedule, shift swap discussion board as well as staff contact and other unit information.

The discussion boards allow students to post a shift if they can’t work a shift and someone else can pick it up. If a student is subscribed to the list, they will receive email notification to the responses. Supervisors can also send announcements to their students about schedules, library hours, training, etc.

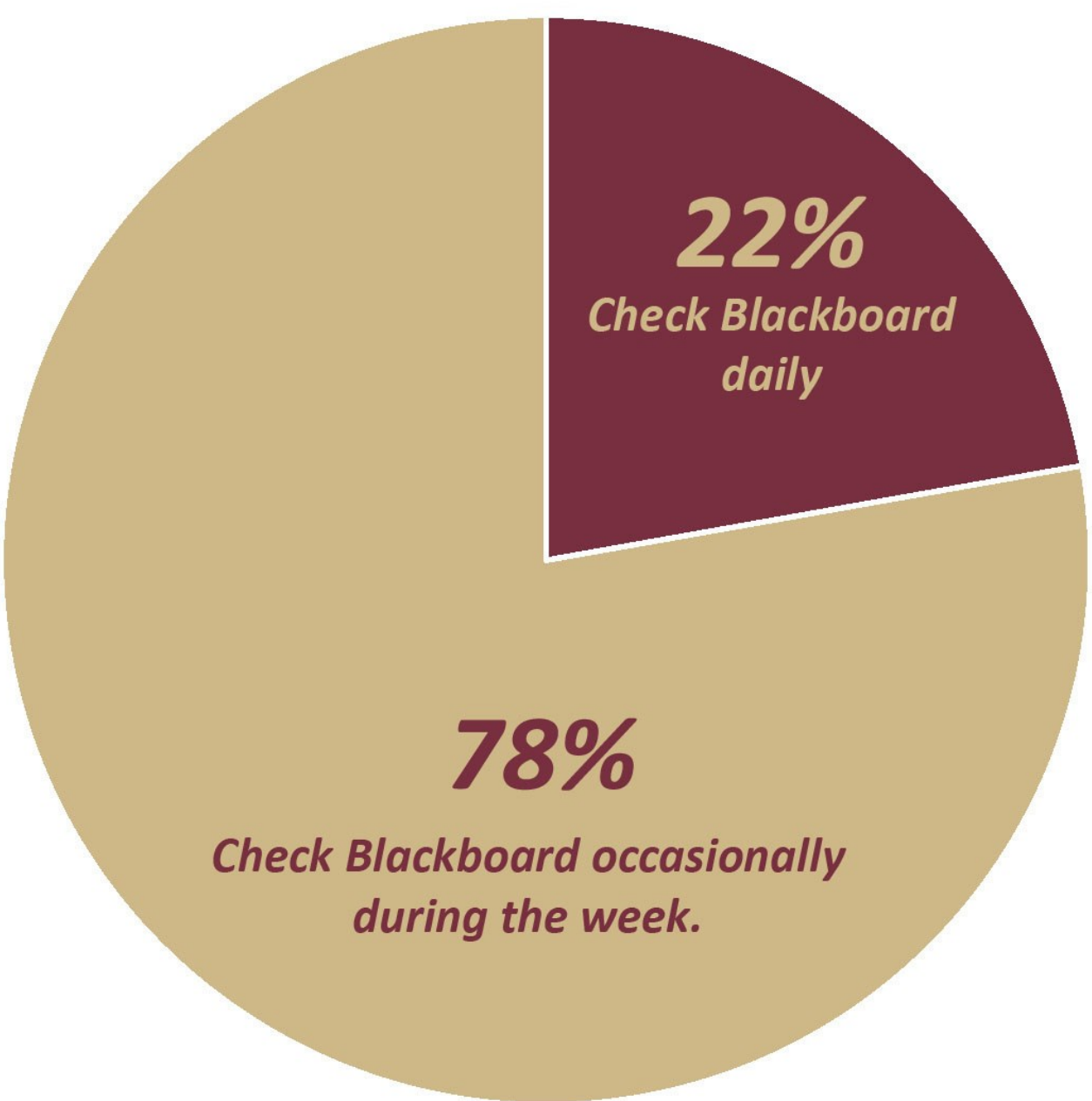


Forum: Learning Commons Shift-Swap Discussion Board

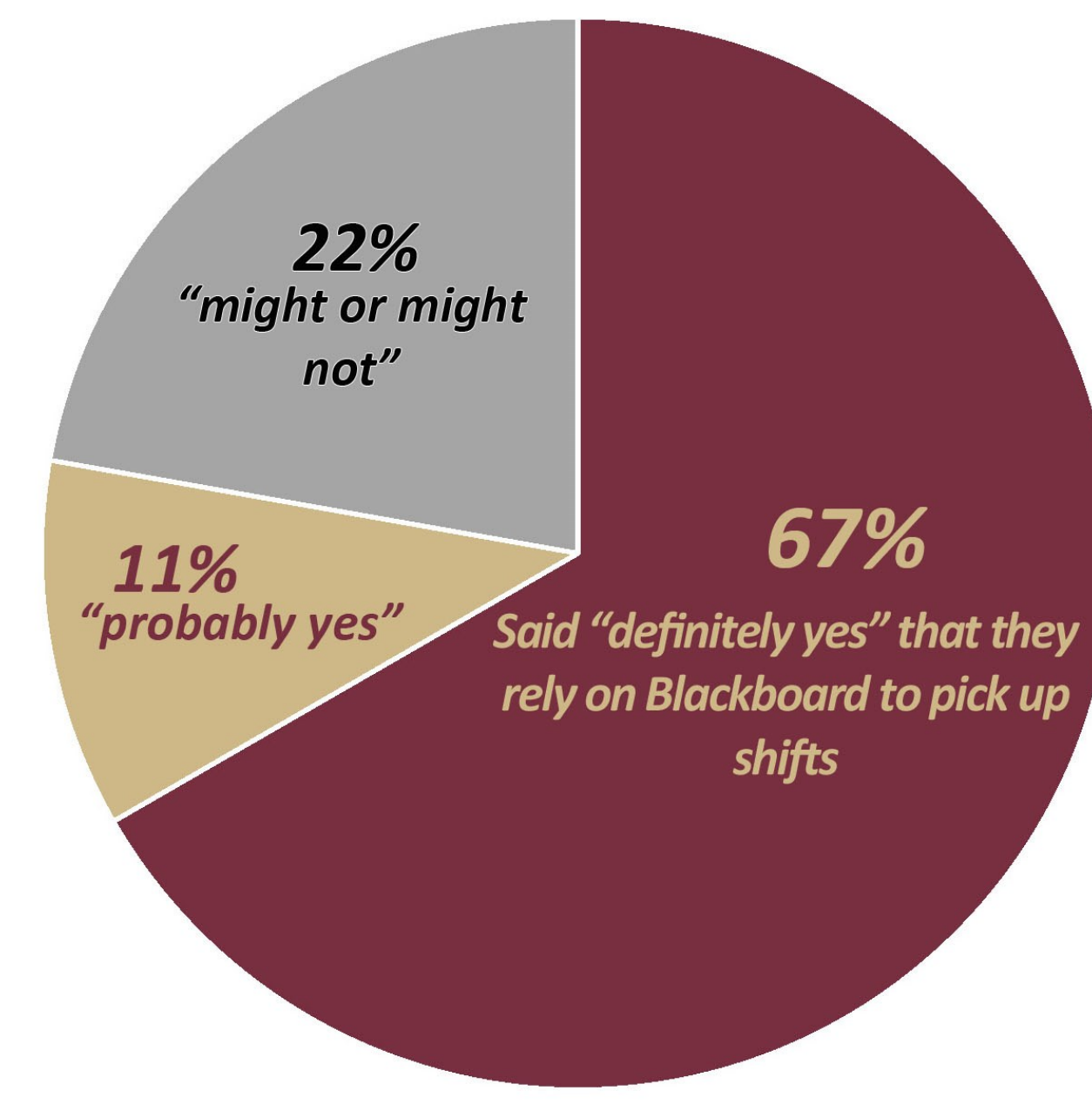
Organize Forum Threads on this page and apply settings to several or all threads. Threads are listed in a tabular format. The Threads can be sorted by clicking the column title or the caret at the top of each column. [More Help](#)

Create Thread		Unsubscribe		Search		Discover Content	Display
Thread Actions		Collect	Delete				
Date	Thread	Author	Status	Unread Posts	Total Posts		
11/5/17 2:06 PM	tuesday 4-8pm	[Redacted]	Published	1	1		
11/5/17 12:13 PM	Monday 12-2pm	[Redacted]	Published	3	3		
11/3/17 12:36 PM	Coverage for Saturday (11/10) 2-6pm	[Redacted]	Published	3	3		
11/3/17 12:25 PM	Sunday (10/5) 4pm - 6pm	[Redacted]	Published	3	3		
11/3/17 12:06 PM	Shift Coverage for 11/9 and 11/12	[Redacted]	Published	3	3		
11/1/17 3:48 PM	Shift Coverage 11/12	[Redacted]	Published	3	3		

## STUDENT RESPONSE



Percentages on how often students check Blackboard



Percentages on student reliance on Blackboard for shift pick ups

A Qualtrics survey was conducted to aid in evaluating student use this semester to the two units who use discussion boards for shift swap.

About half of the students emailed (22) completed the survey. Overall, most students seem satisfied to use an LMS for shift swaps and to get information.

The majority felt that Blackboard is convenient to use especially since they can subscribe for email notifications. In fact, one student commented that they “see most Blackboard notifications from my emails rather than checking the site itself.”

## WHAT’S NEXT?



FSU is migrating from Blackboard to a new LMS, Canvas, in 2018. We are exploring more training uses such as quizzes and assignments to encourage knowledge-base retention. The Research and Learning Services department is reorganizing. One of the goals of the reorg is for staff and students to have the ability to man multiple service points on campus. Students will be able to use Canvas to post and pick up shifts at any of those service desks.